

This scenario is based on a real dispute which was reported to RSTP and RSTP had to intervene and resolve.

Family A were sponsored by a Group of Five under the PSR program. Their sponsoring group has a house available which is owned by a member of the sponsoring group, where Family A are staying for the duration of the sponsorship period. As the sponsoring group have a house already available they did in-kind deductions for shelter when they submitted their settlement plan to IRCC as part of the application process, i.e. they were able to reduce the level of financial support they were providing as they did not have to give money to the refugee/s to pay rent.

Family B were sponsored by another Group of Five under the PSR program. Family B lives next door to Family A. Family B's sponsoring group did not have a house that was owned by a member of the sponsoring group, and had to rent a house for Family B. Family B's sponsoring group give the refugee/s money each month to pay for their rent.

Family A approaches you, their settlement worker, and tells you that they are receiving less financial support than Family B and they do not understand why. Family A also inform you they have had arguments with their sponsoring group over this, and stopped speaking to their sponsoring group.

What are the issues?

How would you resolve this?